

From: MARTY REISLER
To: MSN Messenger Support
Date: 12/13/01 7:35am
Subject: Re: [Re: [Re: [Re: [RE: CST51666018ID - MSN Chat Feedback]]]]]

[Text body exceeds maximum size of message body (8192 bytes). It has been converted to attachment.]

CC: Microsoft ATR,antitrust@usdoj.gov@inetgw,jim.hill@...

OK there is no selection for messenger removal under add remove problems. My guess is that it is integrated into MSN Explorer MSN Explorer must be removed from the Windows component wizard. If I remove MSN Explorer then I do not think I can sign on to or at least find new local numbers for the MSN service when travelling. After 5 emails you won't admit I can't turn off your messenger service so you tell me to uninstall but give me bogus directions on how

This cinches that I will remove the MSN components as soon as my free trial is over. This is the kind of ridiculous crap that make people want to see Microsoft severely chopped into more harmless less arrogant pieces. The incredible run around from a tech support department who won't admit that the MSN application is setup so that I have to be logged into your new messenger service so you can claim a large user base to get more people to use your messenger app is probably criminal. Thankfully messaging is not something you have arrived at in time to compete in. You can now add me to the list of Microsofts foes and maybe even force me to use AOL as my means of connecting when away from home.

I think it is a gross failure on the part of the justice department to think of settling with Microsoft while it is still finding new ways to exploit its operation system monopoly in this manner.

-Marty Reisler
213 N. Highland Ave
Nyack NY 10960

"MSN Messenger Support" <mmssupport@css.one.microsoft.com> wrote:

> Hello Marty,
>
> Thank you for writing to MSN Messenger Service.
>
> I suggest that you simply uninstall MSN Messenger.
> >>> To uninstall MSN Messenger
>
> 1. Click the MSN Messenger Service icon in the taskbar, and then click "Sign Out".
> 2. Click the Windows "Start" button, point to "Settings", and then click "Control Panel".
> 3. Double-click the "Add/Remove Programs" icon.
> 4. Select MSN Messenger Service from the list and click the "Add/Remove" button.
>
> For additional online help, please go to:
> <http://messenger.msn.com/support/helphome.asp>
> If the instructions I provided did not solve your issue, simply reply to this mail and tell me what steps didn't work or what problems you may still be having. I want to help you get the most out of MSN Messenger.
>
> Sincerely,
>
> Eddy
> MSN Messenger Support
>
> Your satisfaction with my Customer Service is also very important to me. If you consider your issue resolved, please click on the link below to let me know how I am doing. With your comments, please include my name and ticket number (found in this mail's subject line) to help me keep track of my performance.
> Customer Service Survey: <http://msn.surveyhost.com/messenger/>
>
> --- Original Message ---
> From: marty@usa.net
> To: "MSN Messenger Support" <mmssupport@css.one.microsoft.com>
> Sent: Wed Dec 12 09:24:20 PST 2001
> Subject: Re: [Re: [Re: [Re: [RE: CST51666018ID - MSN Chat Feedback]]]]

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> For additional online help, please go to:
> <http://messenger.msn.com/support/help/home.asp>
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> To: "MSN Messenger Support" <mmssupport@css.one.microsoft.com>
> Sent: Wed Dec 12 09:24:20 PST 2001
> Subject: Re: [Re: [Re: [Re: [RE: CST51666018ID - MSN Chat Feedback]]]]

>
> I seem to keep getting a different support person who doesn't take
> the time to read the complete message. I explained that what doesn't
> work (this is my 5th email) is that there is no account tab under
> tools/options. Please reread the entire message and reply with
> the answer that reflects that you have reread all the correspondence
> below.
> "MSN Messenger Support" <mmssupport@css.one.microsoft.com> wrote:
> > Hello Marty,
> >
> > Thank you for writing to MSN Messenger Service. We are eager to assist
you
> with your concern.
> > The program we are referring to is the main MSN Messenger window. This is

> where you will locate the "Tools" menu. To open the main MSN Messenger
window,
> just double click the icon at the lower right corner of your screen.
> > If the instructions I provided did not solve your issue, simply reply to

> this mail and tell me what steps didn't work or what problems you may still
be
> having. I want to help you get the most out of MSN Messenger.
> >
> > Sincerely,
> >
> > Heidi
> > MSN Messenger Support
> >
> > Your satisfaction with my Customer Service is very important to me.
Please
> click on the link below to let me know how I am doing. With your comments,

> please include my name and ticket number (found in this mail's subject line)

> to help me keep track of my performance.
> >
> > Customer Service Survey: <http://msn.surveyhost.com/messenger/>
> >
> > --- Original Message ---
> > From: marty@usa.net
> > To: "MSN Messenger Support" <mmssupport@css.one.microsoft.com>
> > Sent: Tue Dec 11 15:15:13 PST 2001
> > Subject: Re: [Re: [Re: [RE: CST51666018ID - MSN Chat Feedback]]]
> >
> > You forget to say in which program you want me to
> > access Tools/Options there is no accounts Tab in Messenger
> >
> > "MSN Messenger Support" <mmssupport@css.one.microsoft.com> wrote:
> > > Hello Marty,
> > >
> > > Thank you for writing to MSN Messenger Service.
> > >
> > > We are sorry for the inconvenience. With regard to your problem, we
suggest
> > you to please un-remember your password.
> > >
> > > 1. On the "Tools" menu, click "Options". The "Options" dialog box
> appears.
> >
> > > 2. On the "Accounts" tab, delete the contents of the "Password" text
box.
>
> > > 3. Sign out and sign in again.
> > > 4. In the "Sign-in" dialog box, enter your password and clear the
> "Remember
> > my name and password on this computer" option.

> > > If you have further concerns, please don't hesitate to write us back.
> Thank
> > you for your patience and continued support.
> > > Sincerely,
> > >
> > > Paulo
> > > MSN Messenger Support
> > >
> > > Your satisfaction with my Customer Service is very important to me.
> Please
> > click on the link below to let me know how I am doing. With your
comments,
> > please include my name and ticket number (found in this mail's subject
line)
> > to help me keep track of my performance.
> > >
> > > Customer Service Survey: <http://msn.surveyhost.com/messenger/>
> > >
> > > --- Original Message ---
> > > From: marty@usa.net
> > > To: "MSN Messenger Support" <mmssupport@css.one.microsoft.com>
> > > Sent: Mon Dec 10 18:10:07 PST 2001
> > > Subject: Re: [Re: [RE: CST51666018ID - MSN Chat Feedback]]
> > >
> > > I already set it so Messenger doesn't start with Windows but
> > > It does start and can't be gotten rid of when I use MSN's explorer
> > > to connect to the Internet.
> > > "MSN Messenger Support" <mmssupport@css.one.microsoft.com> wrote:
> > > > Hello Marty,
> > > >
> > > > Thank you for writing to MSN Messenger Service.
> > > >
> > > > MSN Messenger starts running whenever you turn on your computer.
> > > >
> > > >
> > > >>> To turn off automatic start for MSN Messenger Service
> > > >
> > > > 1. On the "Tools" menu, click "Options" and then click "Preferences".
>
> > > > 2. On the "Preferences" tab, clear the "Run this program when
Windows
> > > starts" check box.
> > > >
> > > > To start MSN Messenger Service after doing this, click "Start", point
to
>
> > > "Programs", and then click "MSN Messenger Service".
> > > >
> > > >>> To turn off automatic start for Outlook Express
> > > >
> > > > If you use Outlook Express 5.0, you must also turn off the automatic
> > startup
> > > in that program. On the "Tools" menu, click "Options". On the "General"
> tab,
> > > clear the "Automatically log on to MSN Messenger Service" check box and
> > click
> > > the "Apply" button.
> > > >
> > > > For additional online help, please go to:
> > > > <http://messenger.msn.com/support/helphome.asp>
> > > >
> > > > If the instructions I provided did not solve your issue, simply reply

> to
> > > this mail and tell me what steps didn't work or what problems you may
> still
> > be
> > > having. I want to help you get the most out of MSN Messenger.
> > > Sincerely,
> > > Bernadette
> > > MSN Messenger Support
> > > Your satisfaction with my Customer Service is very important

> to
> > > me. Please click on the link below to let me know how I am doing.
With
> > your
> > > comments, please include my name and ticket number (found in this mail's
> > > subject line) to help me keep track of my performance.
> > > Customer Service Survey: <http://msn.surveyhost.com/messenger/>
> > > --- Original Message ---
> > > From: marty@usa.net
> > > To: "MSN Messenger Support" <mmssupport@css.one.microsoft.com>

> > > Sent: Mon Dec 10 05:40:09 PST 2001
> > > Subject: Re: [RE: CST51666018ID - MSN Chat Feedback]
> > > I will try again but if you fail to understand this
> > > one I will need specific explanations from you on what you don't
> > > understand.
> > > I am using MSN explorer to connect to the Internet away from home.

> > > When explorer is running it starts Messenger and I don't want anything

>
> > > at all to do with messenger how do I make it shutdown without
effecting
> my
>
> > > connection or uninstall it from my computer and still use MSN.
> > > Please call me at 845 358 6138 if you still don't get it.
> > > -Marty Reisler (time for me to look into linux?)
> > > "MSN Customer Support" <msncom_us@css.one.microsoft.com> wrote:
> > > > Hello Marty,
> > > >
> > > > Thank you for writing to MSN.com Customer Support.
> > > >
> > > > As much as we would like to immediately assist you, we would
> appreciate
> > if
> > > you could provide more information about your concern. Kindly restate

> > your
> > > message or provide us with details so that we can give you the
> assistance
> > > that
> > > you need or direct you to the proper department.
> > > >
> > > > We apologize for any inconvenience this may cause you. Hope to hear

> > from
> > > you soon.
> > > >
> > > > Sincerely,
> > > >
> > > > Beth
> > > > MSN.com Customer Support

> > > >
> > > > --- Original Message ---
> > > > From: marty@usa.net
> > > > To: "MSN Customer Support" <msncom_us@css.one.microsoft.com>

> > > > Sent: Sat Dec 8 16:04:17 PST 2001
> > > > Subject: MSN Chat Feedback
> > > >
> > > > Feedback URL:
> > > > Name: Marty
> > > >
> > > > Email:
> > > > marty@usa.net
> > > >
> > > > Description:
> > > > How do I use my MSN account without the explorer and especially
> without
> > the
> > > meseenger. I can't turn off the messenger when I am connected
> > > >
> > > > UserAgent:
> > > > Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; MSN 6.1;
MSNbMSFT;
>
> > > > MSNmen-us; MSNc11)